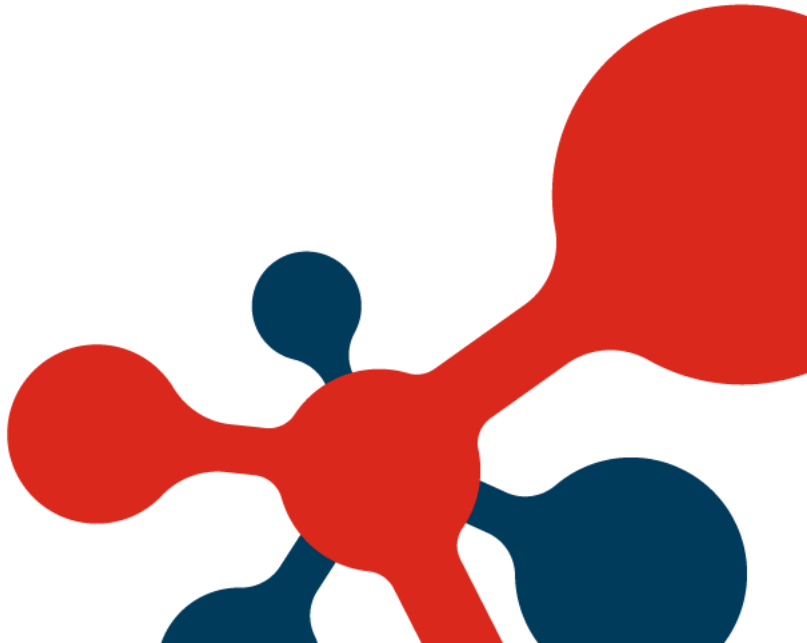
INTEGRATED CARE LEARNING SYMPOSIUM
by SUSS
SINGAPORE UNIVERSITY OF SOCIAL SCIENCES

STRENGTHENING CAPABILITIES FOR INTEGRATED CARE IN A "SUPER-AGED" SOCIETY

30th October 2023



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TECH-ENABLED ELDERCARE: ENHANCING COMMUNITY CARE AND EMPOWERING LIVES

PRESENTED BY

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SPECIAL PROJECTS & DEVELOPMENT

LIONS BEFRIENDERS SINGAPORE
Connecting Seniors, Enriching Lives ®

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Enhancing Community Care through Technology

Technological Innovation as Enablers in Healthy Ageing

Digital health technologies have become a critical enabler for meeting the challenges of aging, with the potential to increase access, expand service coverage, improve the quality of service delivery, reduce health disparities, and lower healthcare cost (Duke-NUS Centre of Regulatory Excellence, 2020).

Holistic Care in Lions Befrienders

Biomedical	Physical	Mental Emotional	Social	Spiritual

Digital Innovations & Enhancements in **SCREENING & MONITORING** of Seniors' health

Considerations of our Technology Adoption are:

- Convenience
- Non-intrusive
- Sustainability
- Ability to scale & integrate

Elgazzar, S., Yoong, J. & Finkelstein, E. (2020). Digital Health as an Enabler of Healthy Aging in Southeast Asia. Retrieved from: https://www.duke-nus.edu.sg/docs/librariesprovider5/publications/2020_p003_core_-digital-health-as-an-enabler-of-healthy-aging-in-southeast-asia.pdf?sfvrsn=ba1206c1_0

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Empowering Seniors through Technology

Impact of Technology on Seniors' Health & Health-Seeking Behavior

Adoption of Technology in LB's Programmes and Services

	Engagement & Motivation	Reduced Stigma	Positive Attitude towards Physical Activities
Change in Seniors' Perception of Technology & Health-Seeking Behaviour	Technology empowers seniors to proactively monitor their health status independently, even in the absence of healthcare professionals	Technology offers a less intrusive approach to monitor vital signs and mental health	Seniors perceive exergaming and technology-related activities as fun and enjoyable
Outcomes	• Improves Health Literacy • Preventive Care • Individual Ownership of Health • Personal Empowerment	• An entry point to detect invisible health concerns • Seniors are more willing to engage in such less intimidating form of health assessment	• Encourage seniors to engage in physical activities • An innovative & engaging means to detect & monitor health issues • Enhances social interaction among seniors
Impact	• More effort can be targeted at meeting seniors' higher-level needs (i.e., psychological & self-fulfillment) • Ease resource strains in healthcare & community care	• Lowers the barrier for seniors to monitor their vital signs • Easier to detect and approach seniors with mental health issues	• Improve digital literacy • Potential to engage seniors with remote active ageing activities (diversify community care programmes)

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Enhancing Community Care through Technology

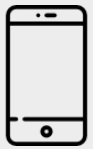
LB's Digital Transformation Strategy

Preventive & Early-stage Intervention Eldercare

Virtual Befriending

Exposing seniors to digital content & engagement.

Smartphone Deployment



Equipping seniors with tools to access digital content.

Telemedicine & Teleconsultation

Helping seniors seek medical help more safely and efficiently.

AI (Screening)

Screening of seniors' negative emotions & mental health.

IM-OK System (Monitoring)

Empowering seniors to take ownership of their own well-being.

IM-HEALTHY Station (Monitoring)

Promote easy monitoring & quick detection of change in health statuses.

Ongoing Development

Improving current pilots & finding areas to innovate.

Outcomes

1. Strengthen LB's Capability in Community Care
2. Change in Seniors' Perception of Technology & Promotes Health-Seeking Behaviour

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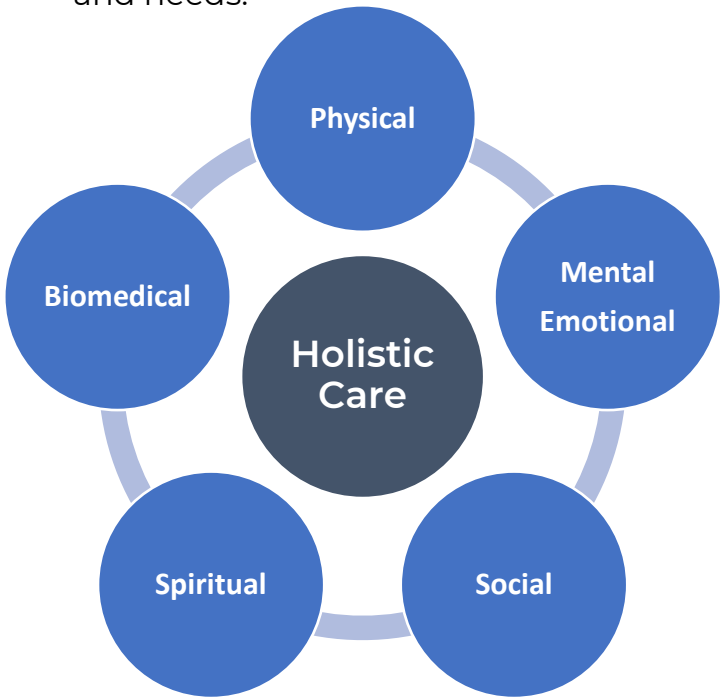
Enhancing the Quality of Community Care

LB's Approach

HOLISTIC

LB strives to provide holistic care for seniors. Our TechCare focuses on various aspects of an individual's health and needs.



ACCESSIBLE

LB ensures that our TechCare can be easily accessed and navigated by seniors to lower the barrier to health management.

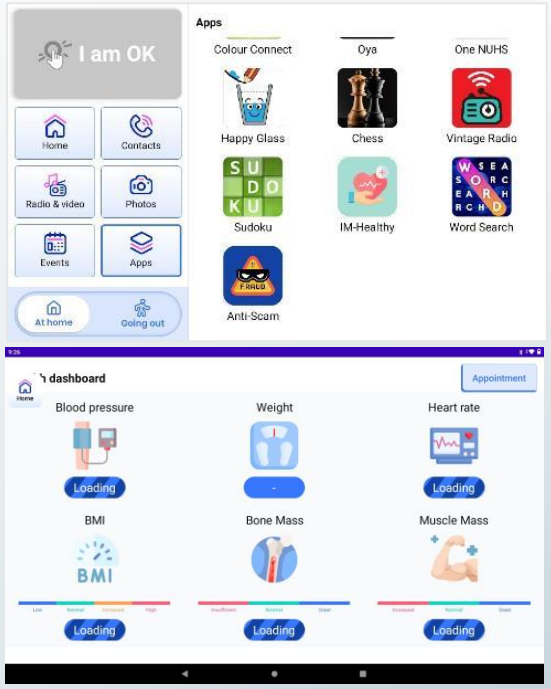
Our goal is to help seniors familiarize with the TechCare so that they can take ownership of their health.

IM-OK System

IM-HEALTHY Station

SCALABLE

Scalability of LB's TechCare to accommodate future growth and evolving healthcare needs.



IM-OK Ecosystem Version 4

Enhancing the Quality of Community Care

LB's Approach

EMPOWERING

LB seeks to gain insights to seniors' experience and attitudes towards adopting technology to elevate their technological experience.

Project Cognetivity

- In addition to the pilot study and analysis, LB went a step further and administered a survey to 209 senior participants to understand what they value and deem important when it comes to doing a dementia screening.
- Questions include: "Do you think the challenges of using CognICA assessments can be overcome?", "What would improve your experience when using CognICA assessments or increase your willingness to adopt it in the future?"
- The feedback gathered from this survey enables LB to improve our services and more importantly, understand the factors that promote or impede seniors' adoption of technology.

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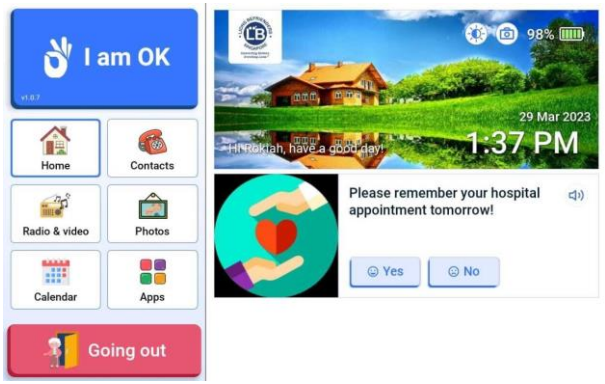
Enhancing Community Care through Technology

Strengthening LB's Capabilities through Technology

Technology **streamlines operations, optimizes manpower and resource allocation**

IM-OK System

- Wellness Device for Self-Monitoring & Reporting of Wellbeing.
- The utilization of IM-OK enables LB staff to focus on other areas of work. Caregivers and healthcare providers can access real-time data and provide timely assistance when necessary.



Technology **advances preventive care** – AI-Enhanced Screening & Diagnostic Tools

AI-powered tools can assist in more accurate and timely disease screening and diagnosis, potentially detecting health issues at earlier, more treatable stages.

F.A.C.E AI

- Speeds up screening of depression, it sieves out seniors with negative results for further intervention.
- Technology shortens the time needed to screen for depression from 40 minutes to 10 minutes.

Technology **empowers** seniors to **age in place confidently**

IM HEALTHY Station

- Offers seniors community-based vital signs monitoring for more regular self-monitoring of health at accessible locations.
- As seniors explore and use IM HEALTHY Station more, it reduces their fear of vital signs monitoring.

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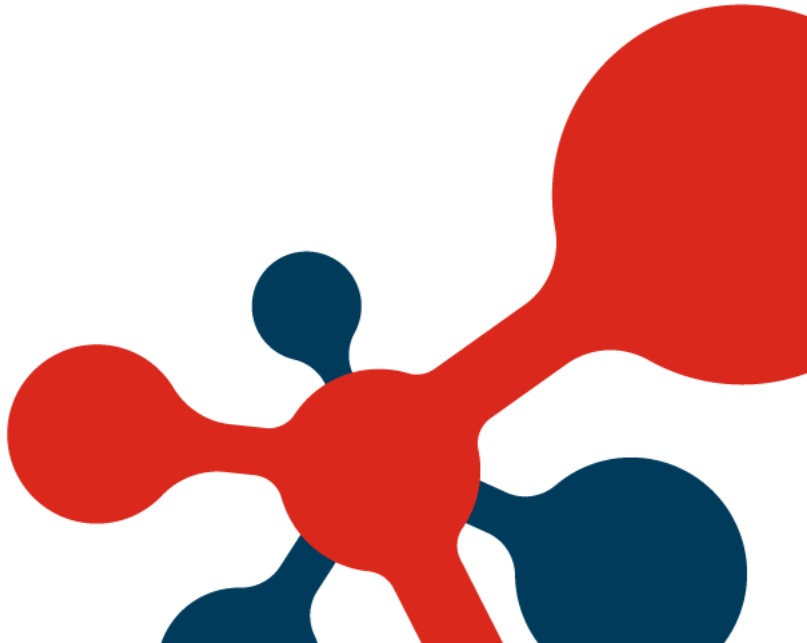
THANK YOU!